

# colt

## Colt Online

### Introduction

---

For customers with Services contracted in  
Japan, Singapore, Hong Kong and South Korea



*Colt Online*

ASIA



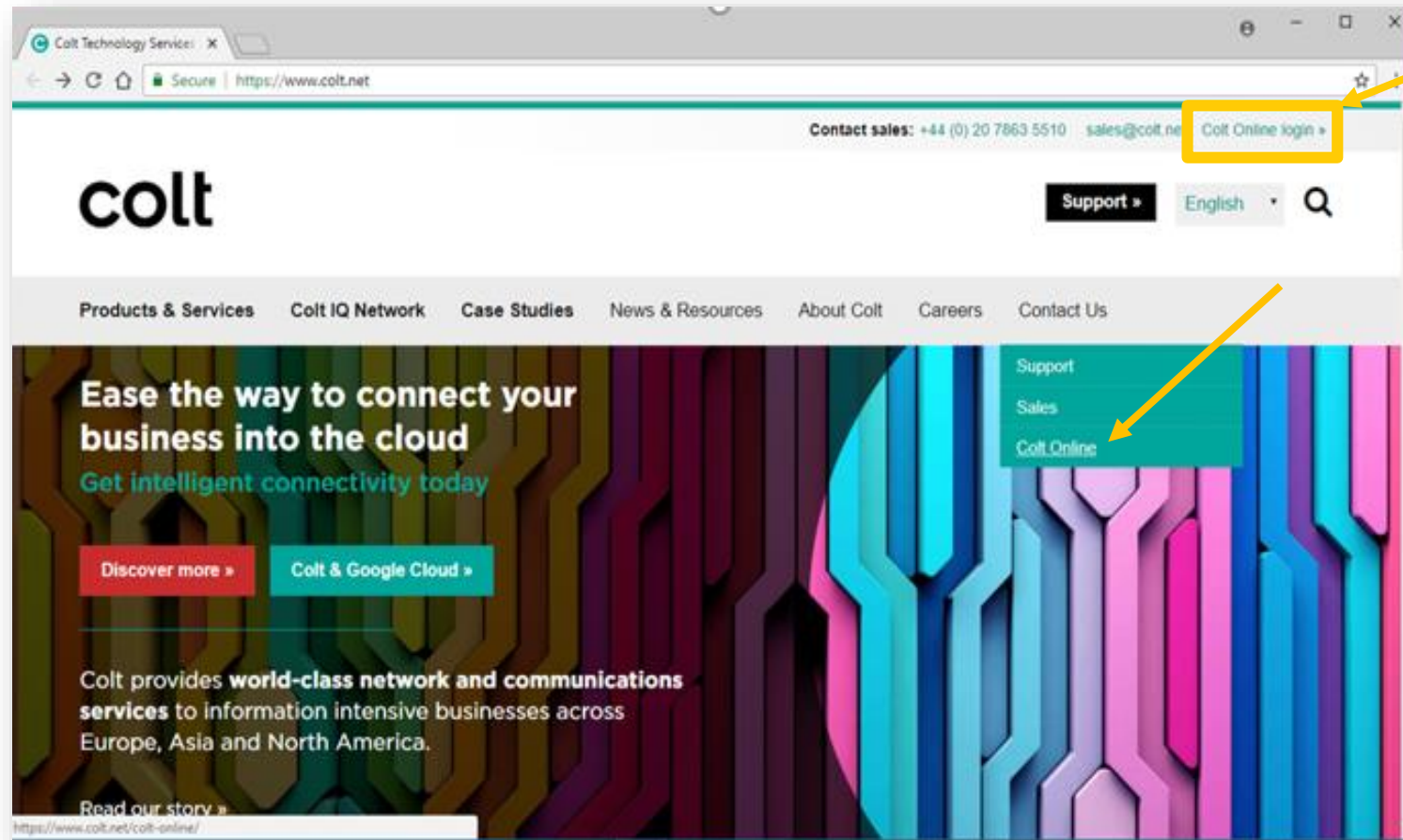
Colt Online is the user-friendly online tool for Colt Customers & Partners that will allow you to do easier and faster business with Colt

- Self-service tool accessible via internet **web-browser**
- **Secured** access
- Self-service registration and self-service request of features

Colt Online is already in use by **+20,000 customers** for services contracted in Europe. Now, it is coming for services contracted in **Japan, Singapore, Hong Kong and South Korea** with these sections currently:



\*Except Billing Enquiries



You can access Colt Online Portal in 2 ways:

Direct link: [www.colt.net/online](https://www.colt.net/online)

Through colt.net web site in «Colt Online login»

During the next slides we'll show you how to use Colt Online

Colt Online has different modules which are available or not depending on the type of user and roles (permissions) associated. These display in the top menu bar.

The most important ones are displaying in the homepage tiles.

Currently the following sections have been enabled for customers with services contracted in Japan, Singapore, Hong Kong and South Korea:

- **Profile Settings**
- **Services**
- **Incidents & Requests**
- **Planned Works**
- **Order Management**

Colt is currently working to enable more sections in the future.

The screenshot displays the Colt Online homepage. At the top, there is a navigation bar with the 'colt' logo on the left and several menu items: 'Information Centre', 'Account Management', 'Sales Tools', 'Settings (Administration)', 'Help/Contact Us', and 'English'. A user profile icon is on the far right. Below the navigation bar, a 'Welcome to Colt Online' message is shown. The main content area features a grid of tiles: 'Connectivity Checker', 'Price, Quote, Order', 'Order Management', 'Requests, Incidents', 'Services' (marked as 'New Features'), 'Information Centre', 'Invoice and Reports', 'Manage your account details', and 'Planned Works'. A 'Profile settings' tile is highlighted in yellow in the top right corner. On the right side, there are two sections: 'Latest News' with three articles and 'Latest Blogs' with three articles. The footer contains copyright information and links to 'Colt code of business conduct', 'Colt group of companies', 'Data privacy statement', and 'Terms of use'.

The screenshot displays the Colt Online user interface. At the top, there is a navigation bar with the 'colt' logo on the left and several menu items: 'Information Centre', 'Account Management', 'Sales Tools', 'Settings(Administration)', 'Help/Contact Us', and 'English'. A user profile icon is on the far right. Below the navigation bar, a yellow box highlights the 'Profile settings' option under the 'Settings(Administration)' menu. The main content area features a 'Welcome to Colt Online' message with an information icon. Below this is a grid of nine dashboard tiles, each with an icon and a right-pointing arrow: 'Connectivity Checker', 'Price, Quote, Order', 'Order Management', 'Requests, Incidents', 'Services' (marked with a 'New Features' red banner), 'Information Centre', 'Invoice and Reports', 'Manage your account details', and 'Planned Works'. To the right of the dashboard grid are two vertical sections: 'Latest News' and 'Latest Blogs'. The 'Latest News' section contains three news items with titles and dates: 'Colt to expand IQ Network in Central and Eastern...' (04 Dec 2018), 'Colt Japan to be the first provider to connect to...' (28 Nov 2018), and 'Colt to provide IT solutions to cryptocurrency ex...' (15 Nov 2018). The 'Latest Blogs' section contains three blog items with titles and dates: 'Trusting blockchain: The power of governance' (30 Nov 2018), 'Colt raises over €1 million for under-privileged' (19 Nov 2018), and 'Colt, Semafone and PCI DSS compliance' (15 Nov 2018). At the bottom of the page, there is a footer with copyright information and links to 'Colt code of business conduct', 'Colt group of companies', 'Data privacy statement', and 'Terms of use'.

If you click on the Profile Settings Section on the top menu bar, you will see a list of features related to User Management in Colt Online.

- There are 2 types of Customer users: **Customer Admin** user and **Customer user**.
- In order to launch Colt Online for customers with services contracted in JP, SG, HK and SK Customer Admin users have been created for them.
- Customer Admins can **create and manage** users within their company.

Welcome to the Profile Settings page  
You can manage user profiles, password, Account access, roles and notifications

- My profile**
  - [Update Profile](#)
  - [Update Password](#)
  - [Add/Remove Roles](#)
- User Account**
  - [Add Admin Rights](#)
  - [Remove Admin Rights](#)
  - [Create User](#)
  - [Update User](#)
  - [Delete User](#)
  - [Send Credentials](#)
- Manage Account Access (OCNs)**
  - [View Accounts](#)
  - [Add Accounts](#)
  - [Remove Accounts](#)
- Manage Billing**
  - [View Billing Accounts](#)
  - [Add Billing Accounts](#)
  - [Remove Billing Accounts](#)
- Notifications**
  - [Proactive monitoring notifications](#)
- Check Status**
  - [Track Request](#)
  - [Approve Request](#)

You can customise your settings in the different subsections, including selecting one of the local languages available in Colt Online

Colt Online Home / Settings(Administration) / Profile settings

**Update Profile**

You are editing/viewing record of User ID : **testcust.1903**, User Type : Customer User

Fields marked with asterisk( \*) are required

<b>Personal details</b>	<b>Customer details</b>	<b>Preferences details</b>
Title <input type="text" value="Mr"/>	Phone * <input type="text" value="+1122334455"/>	Preferred Contact Method <input type="text" value="Phone"/>
First Name * <input type="text" value="testcust"/>	Mobile <input type="text" value="+1234567890"/>	<b>Display Language</b> <input type="text" value="English"/>
Last Name * <input type="text" value="1903"/>	E-mail <input type="text" value="testcust.1903@gmail.com"/>	

**Submit**

**My profile**  
Update Profile  
[Update Password](#)  
[Add/Remove Roles](#)

**User Account**  
[Manage Account Access \(OCNs\)](#)  
[Manage Billing](#)  
[Notifications](#)  
[Check Status](#)



In your Colt Online account you will only be able to see information associated to your customer account ID, known as OCN (Customer Number). Your OCN is available in the Manage Account Access subsection

**Welcome to the Profile Settings page**  
You can manage user profiles, password, Account access , roles and notifications

- My profile**
  - [Update Profile](#)
  - [Update Password](#)
  - [Add/Remove Roles](#)
- User Account**
  - [Add Admin Rights](#)
  - [Remove Admin Rights](#)
  - [Create User](#)
  - [Update User](#)
  - [Delete User](#)
  - [Send Credentials](#)
- Manage Account Access (OCNs)**
  - [View Accounts](#)
  - [Add Accounts](#)
  - [Remove Accounts](#)
- Manage Billing**
  - [View Billing Accounts](#)
  - [Add Billing Accounts](#)
  - [Remove Billing Accounts](#)
- Notifications**
  - [Proactive monitoring notifications](#)
- Check Status**
  - [Track Request](#)
  - [Approve Request](#)

**colt** Information Centre Account Management Sales Tools Administration Settings Help/Contact Us English

**i** Welcome to **Colt Online**

**Services**  
View Performance, Raise Incident or Cease Live Services

**Latest News**

- [Colt to provide IT solutions to cryptocurrency ex.](#)  
15 Nov 2018
- [Colt announces expanded cloud offerings with Orac.](#)  
30 Oct 2018
- [GLF demonstrates how blockchain can transform](#)  
23 Oct 2018

[View all >>](#)

**Latest Blogs**

- [Colt, Semafone and PCI DSS compliance](#)  
15 Nov 2018
- [Colt wins the Cloud infrastructure award at the W.](#)  
07 Nov 2018
- [Colt wins 5 awards at the MEF18 event in Los Ange.](#)  
31 Oct 2018

[View all >>](#)

© Copyright 2018. All Rights Reserved    Colt code of business conduct    Colt group of companies    Data privacy statement    Terms of use

Services Sections contains the data of the active services which you have contracted with Colt.

The dashboard will give you an overview of those services with the main IDs used in Colt.

- Circuit ID or Service ID OPS
- Customer Number (=OCN)
- Service Order ID or Service ID OM

Colt Online Home / Account Management / Services

All - If you are not able to find your services below search here...

Circuit ID/Service Identifier	Service Order ID	Customer Number	Customer Name	BCN	Service Type	Service StartDate	Action
JPN/JPN/LE-251647	3100-12066	K0116255	KVHIS.test_C_AccNameC...		Colt Ethernet Line	08/03/2019	Raise Ticket
JPN/JPN/IA-230023	EPV100567	K0116255	KVHIS.test_C_AccNameC...		Colt SIP Trunking	04/03/2019	Raise Ticket
GSRR10444	GSRR10444	K0116255	KVHIS.test_C_AccNameC...		Global Rental Router	22/02/2019	Raise Ticket
JPN/JPN/LE-250776	3100-12036	K0116255	KVHIS.test_C_AccNameC...		Colt Ethernet Line	08/02/2019	Raise Ticket
SNG/SNG/LE-516685	3311-10429	K0116255	KVHIS.test_C_AccNameC...		Colt Ethernet Hub an...	07/02/2019	Raise Ticket
SNG/SNG/LE-516765	3300-10181	K0116255	KVHIS.test_C_AccNameC...		Colt Ethernet Line	25/01/2019	Raise Ticket
SNG/SNG/LE-516568	3300-10179	K0116255	KVHIS.test_C_AccNameC...		Colt Ethernet Line	17/01/2019	Raise Ticket
3100-11963	3100-11963	K0116255	KVHIS.test_C_AccNameC...		Colt Ethernet Line	26/11/2018	Raise Ticket
TKY/TKY/IA-515169	5204-10045	K0116255	KVHIS.test_C_AccNameC...		Colt IP Access (Dedi...	17/10/2018	Raise Ticket
V2-107067	V2-107067	K0116255	KVHIS.test_C_AccNameC...		Special Option - Colt ...	17/10/2018	Raise Ticket

Show/Hide columns - Download to Excel Page 1 of 7 Show 10 Entries View 1 - 10 of 61

Please use the following features at your convenience:

- Search box and Search Type based on OCN, circuit ID, order number, start date
- Show/Hide columns
- Download to excel
- Raise Ticket (Incident or Request)

If you click in the link of Circuit ID, a new tab with all the service detail will come up

Colt Online Home / Account Management / Services

All ▾ If you are not able to find your services below search here... 🔍

Circuit ID/Service Identifier	Service Order ID	Customer Number	Customer Name	BCN	Service Type	Service StartDate	Action
<a href="#">JPN/JPN/LE-251647</a>	3100-12068	K0116255	KVHIS.test_C_AccNameC...		Colt Ethernet Line	08/03/2019	<a href="#">Raise Ticket</a>
<a href="#">JPN/JPN/IA-230023</a>	EPV100567	K0116255	KVHIS.test_C_AccNameC...		Colt SIP Trunking	04/03/2019	<a href="#">Raise Ticket</a>
<a href="#">GSRR10444</a>	GSRR10444	K0116255	KVHIS.test_C_AccNameC...		Global Rental Router	22/02/2019	<a href="#">Raise Ticket</a>
<a href="#">JPN/JPN/LE-250776</a>	3100-12036	K0116255	KVHIS.test_C_AccNameC...		Colt Ethernet Line	08/02/2019	<a href="#">Raise Ticket</a>
<a href="#">SNG/SNG/LE-516685</a>	3311-10429	K0116255	KVHIS.test_C_AccNameC...		Colt Ethernet Hub an...	07/02/2019	<a href="#">Raise Ticket</a>
<a href="#">SNG/SNG/LE-516765</a>	3300-10181	K0116255	KVHIS.test_C_AccNameC...		Colt Ethernet Line	25/01/2019	<a href="#">Raise Ticket</a>
<a href="#">SNG/SNG/LE-516568</a>	3300-10179	K0116255	KVHIS.test_C_AccNameC...		Colt Ethernet Line	17/01/2019	<a href="#">Raise Ticket</a>
<a href="#">3100-11963</a>	3100-11963	K0116255	KVHIS.test_C_AccNameC...		Colt Ethernet Line	26/11/2018	<a href="#">Raise Ticket</a>
<a href="#">TKY/TKY/IA-515169</a>	5204-10045	K0116255	KVHIS.test_C_AccNameC...		Colt IP Access (Dedi...	17/10/2018	<a href="#">Raise Ticket</a>
<a href="#">V2-107067</a>	V2-107067	K0116255	KVHIS.test_C_AccNameC...		Special Option - Colt ...	17/10/2018	<a href="#">Raise Ticket</a>

[Show/Hide columns ▾](#)
[Download to Excel](#)
Page 1 of 7 Show 10 Entries View 1 - 10 of 61

Please click on Expand All to see the different info available for a service.

In this screen you also have the chance to Raise a New Ticket for

Circuit ID/Service Identifier [LON/LON/LE-241303](#)

[+Expand All](#) [Raise New Ticket](#) [Cease Service](#)

**Service Details**

Billing contract number:	100002	Service Start Date:	04/01/2019
Service type:	COLT Link Metro	Account executive:	
Order Number:	181202365	Customer Number (OCN):	22648
CustomerName:	Colt Technology Services	Resiliency:	No

**Contacts**

**Site details**

**Diagnostic Toolkit**

**Ordering Party Details**

**Service Details - Billing**

**Performance Reporting**

**Planned Works**

**Tickets**

Services Details page is interconnected also with Planned Works and Tickets, so you can see the overall info of the service in 1 single page

**Performance Reporting** -

Not requested for this service.

---

**Planned Works** -

View all planned works for this service

**Planned Works in next 3 months**

Planned Work Ref.	Start Date (GMT)	End Date (GMT)	Outage Duration
No results found			

Planned work details are subject to change

**Planned Works in last 3 months**

Planned Work Ref.	Start Date (GMT)	End Date (GMT)	Outage Duration
No results found			

---

**Tickets** -

View all tickets for this service

**Ongoing Tickets**

Ticket Number	Customer Reference	Priority	Ticket Type	Summary	Date Time Opened	Status
No results found						

**Tickets in last 3 months**

Ticket Number	Customer Reference	Priority	Ticket Type	Summary	Date Time Opened	Date Time Closed
No results found						

The screenshot displays the Colt Online user interface. At the top, there is a navigation bar with the 'colt' logo and several menu items: Information Centre, Account Management, Sales Tools, Administration, Settings, Help/Contact Us, and English. A user profile icon is visible on the right. Below the navigation bar, a teal banner reads 'Welcome to Colt Online' with an information icon. A decorative image of fiber optic lights is positioned below the banner. The main content area is a grid of service tiles, each with an icon and a right-pointing arrow. The tiles are: Connectivity Checker, Price, Quote, Order, Order Management, Requests, Incidents (highlighted with a yellow border), Services, Information Centre, Invoice and Reports, Manage your account details, and Planned Works. To the right of the grid are two vertical sections: 'Latest News' and 'Latest Blogs'. The 'Latest News' section contains three news items with dates: 'Colt to provide IT solutions to cryptocurrency ex..' (15 Nov 2018), 'Colt announces expanded cloud offerings with Orac..' (30 Oct 2018), and 'GLF demonstrates how blockchain can transform' (23 Oct 2018). The 'Latest Blogs' section contains three blog items with dates: 'Colt, Semafone and PCI DSS compliance' (15 Nov 2018), 'Colt wins the Cloud Infrastructure award at the W..' (07 Nov 2018), and 'Colt wins 5 awards at the MEF18 event in Los Ange..' (31 Oct 2018). At the bottom of the page, there is a footer with copyright information and links to 'Colt code of business conduct', 'Colt group of companies', 'Data privacy statement', and 'Terms of use'.

In Request/Incidents section, also known as Tickets, you can see the dashboards of the tickets raised with the basic info

All timings in Colt Online are GMT time: JST – 9

Colt Online Home / Account Management / Tickets

Track Your Tickets Raise New Ticket

All Open Tickets -  Q

Ticket number	Customer Reference	Customer Name	Priority	Ticket Type	Order Number	Summary	Date Time Opened	Status
+ 1-6536710539		Colt Technology Services		Incident	2761	**Unable to crea...	23/11/2018 11:11:37	In Progress
+ 1-6526700049		Colt Technology Services	Low (P4)	Incident	1	Order_1807021...	22/11/2018 22:03:24	In Progress
+ 1-6526874750		Colt Technology Services	Low (P4)	Service Request		NYC/NYC/LE-2...	22/11/2018 17:26:26	Assigned
+ 1-6526086412		Colt Technology Services	Low (P4)	Incident	1	RE: Urgent Tech...	22/11/2018 15:47:07	In Progress
+ 1-6523911473		Colt Technology Services	Low (P4)	Incident	1030626	Errors during pr...	22/11/2018 12:55:34	In Progress
+ 1-6523751059		Colt Technology Services	Low (P4)	Incident	1	FRA/AMS/LE-24...	22/11/2018 12:44:46	In Progress
+ 1-6523336312		Colt Technology Services	Low (P4)	Incident	1	FRA/FRA/LE-24...	22/11/2018 12:30:35	In Progress
+ 1-6522540079		Colt Technology Services	Low (P4)	Incident	2940	HAM/HAM/LE-2...	22/11/2018 11:34:29	In Progress
+ 1-6520598701		Colt Technology Services	Low (P4)	Service Request		200947873/181...	22/11/2018 09:09:38	Assigned
+ 1-6512344902		Colt Technology Services	Low (P4)	Incident	1	MASERGY CO...	21/11/2018 23:46:20	In Progress

Show/Hide columns - Download to Excel Page 1 of 363 Show 10 Entries View 1 - 10 of 3621



Please use the following features at your convenience:

- Search box and Search Type based on OCN, circuit ID, order number, start date
- Show/Hide columns
- Download to excel
- Raise Ticket (Incident/Request). Billing Tickets/Enquiries are not enabled yet.

If you click in the link of Ticket ID, a new tab with all the ticket detail

Colt Online Home / Account Management / Tickets

Track Your Tickets [Raise New Ticket](#)

All Open Tickets  If you are not able to find your services below search here...

	Ticket number	Customer Reference	Customer Name	Priority	Ticket Type	Order Number	Summary	Date Time Opened	Status
+	1-6536710539		Colt Technology Services		Incident	2761	**Unable to crea...	23/11/2018 11:11:37	In Progress
+	1-6526700049		Colt Technology Services	Low (P4)	Incident	1	Order_1807021...	22/11/2018 22:03:24	In Progress
+	1-6526874750		Colt Technology Services	Low (P4)	Service Request		NYC/NYC/LE-2...	22/11/2018 17:26:26	Assigned
+	1-6526086412		Colt Technology Services	Low (P4)	Incident	1	RE: Urgent Tech...	22/11/2018 15:47:07	In Progress
+	1-6523911473		Colt Technology Services	Low (P4)	Incident	1030626	Errors during pr...	22/11/2018 12:55:34	In Progress
+	1-6523751059		Colt Technology Services	Low (P4)	Incident	1	FRA/AMS/LE-24...	22/11/2018 12:44:46	In Progress
+	1-6523336312		Colt Technology Services	Low (P4)	Incident	1	FRA/FRA/LE-24...	22/11/2018 12:30:35	In Progress
+	1-6522540079		Colt Technology Services	Low (P4)	Incident	2940	HAM/HAM/LE-2...	22/11/2018 11:34:29	In Progress
+	1-6520598701		Colt Technology Services	Low (P4)	Service Request		200947873/181...	22/11/2018 09:09:38	Assigned
+	1-6512344902		Colt Technology Services	Low (P4)	Incident	1	MASERGY CO...	21/11/2018 23:46:20	In Progress

Page 1 of 363 Show 10 Entries View 1 - 10 of 3621

If you click on the ticket ID, a new tab will open with ticket details (click on Expand all). Please remember all timings are in GMT (JPS – 9 h).

Colt Online Home / Account Management / Tickets / 1-6526874750

Assigned Work In Progress Resolved Closed

Ticket number 1-6526874750 [+ExpandAll](#)

### Ticket Summary

Priority:	Low (P4)	Reported By:	Jyoti sharma
Ticket Type:	Service Request	Circuit ID/Service Identifier:	
Date Time Opened:	22/11/2018 17:26:26	Customer Name:	Colt Technology Services
Date Time Closed :		Customer Number(OCN):	22848
Summary:	NYC/NYC/LE-245467		

### Detailed Description

### Attachment

No attachment found for this ticket

### Ticket Updates

Clear  No file chosen

----- No Notes to display -----

In Request/Incidents section, you can also initiate the process to raise a ticket

Colt Online Home / Account Management / Tickets

Track Your Tickets Raise New Ticket

All Open Tickets - If you are not able to find your services below search here...

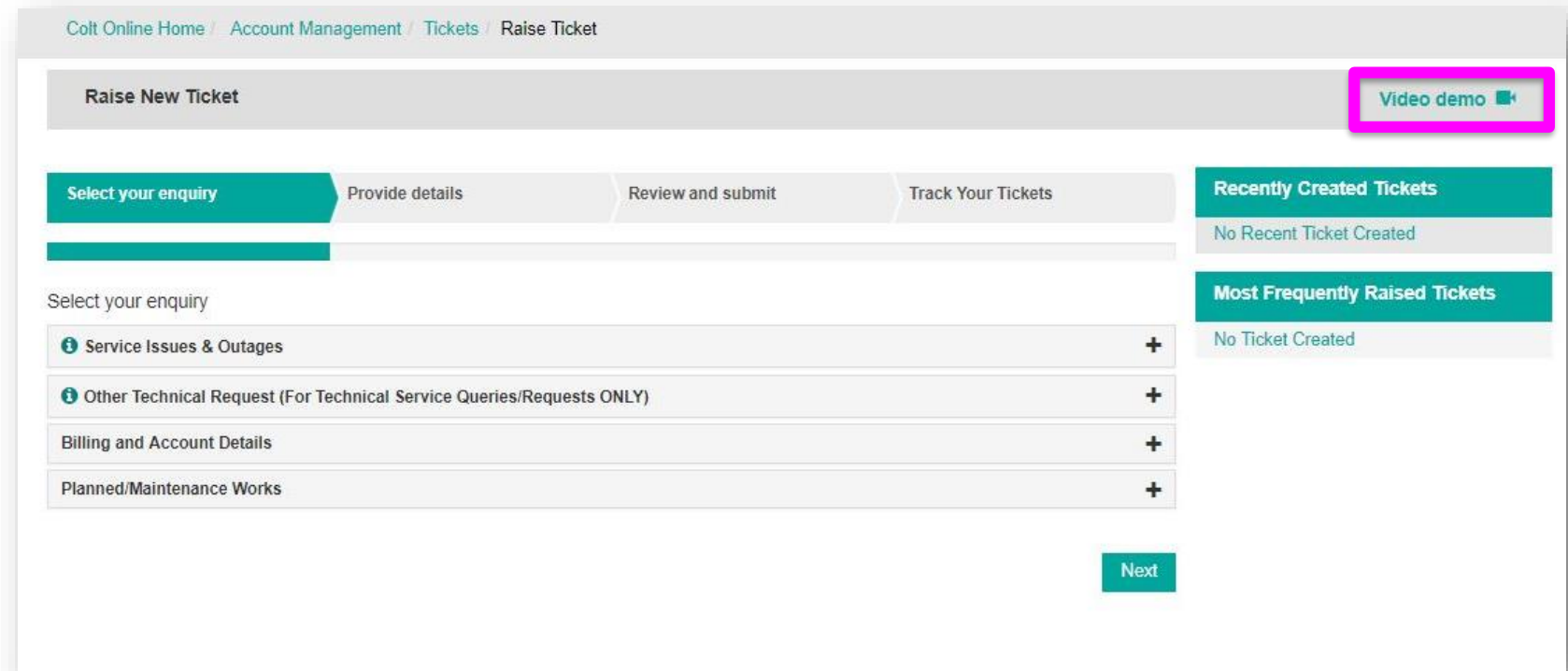
	Ticket number	Customer Reference	Customer Name	Priority	Ticket Type	Order Number	Summary	Date Time Opened	Status
+	1-6536710539		Colt Technology Services		Incident	2761	**Unable to crea...	23/11/2018 11:11:37	In Progress
+	1-6526700049		Colt Technology Services	Low (P4)	Incident	1	Order_1807021...	22/11/2018 22:03:24	In Progress
+	1-6526874750		Colt Technology Services	Low (P4)	Service Request		NYC/NYC/LE-2...	22/11/2018 17:26:26	Assigned
+	1-6526086412		Colt Technology Services	Low (P4)	Incident	1	RE: Urgent Tech...	22/11/2018 15:47:07	In Progress
+	1-6523911473		Colt Technology Services	Low (P4)	Incident	1030626	Errors during pr...	22/11/2018 12:55:34	In Progress
+	1-6523751059		Colt Technology Services	Low (P4)	Incident	1	FRA/AMS/LE-24...	22/11/2018 12:44:46	In Progress
+	1-6523336312		Colt Technology Services	Low (P4)	Incident	1	FRA/FRA/LE-24...	22/11/2018 12:30:35	In Progress
+	1-6522540079		Colt Technology Services	Low (P4)	Incident	2940	HAM/HAM/LE-2...	22/11/2018 11:34:29	In Progress
+	1-6520598701		Colt Technology Services	Low (P4)	Service Request		200947873/181...	22/11/2018 09:09:38	Assigned
+	1-6512344902		Colt Technology Services	Low (P4)	Incident	1	MASERGY CO...	21/11/2018 23:46:20	In Progress

Show/Hide columns - Download to Excel Page 1 of 363 Show 10 Entries View 1 - 10 of 3621

In the first step to raise a ticket you need to select the type of ticket:

- Service Outage
- Technical Service Request
- Maintenance Works Enquiry

**Raising «Billing and Account Details» Tickets is not available yet** for customers with services contracted in JP, SG, HK, SK, this will be launched in future phases.



Select Option below for an Incident ticket

Select your enquiry

<b>Service Issues &amp; Outages</b>	-
<input checked="" type="radio"/> My service is currently not working as expected	
<input type="radio"/> I need information about a recent outage on my service	
<b>Other Technical Request (For Technical Service Queries/Requests ONLY)</b>	+
<b>Billing and Account Details</b>	+
<b>Planned/Maintenance Works</b>	+

Next

Select Circuit ID associated to the incident

Raise New Ticket
[Video demo](#)

Select your enquiry

Provide details

Review and submit

Track Your Tickets

---

Select a Service:

All
If you are not able to find your services below search here...
Q

Circuit ID/Service Identifier	Customer Number	Customer Name	BCN	Order Number	Service Type	Service StartDate	Action
CES/CES/LE-240209	22848	Colt Technology Services	100002	180602618	COLT Private Ethernet...	15/10/2018	<a href="#">Select</a>
LON/LON/LE-243670	22848	Colt Technology Services	100002	180900118	COLT Ethernet Line M...	15/10/2018	<a href="#">Select</a>
NYC/NYC/LE-239987	22848	Colt Technology Services	100002	180102887	COLT LANLink Metro	15/10/2018	<a href="#">Select</a>

Provide Details in the next screen

Select your enquiry Provide details Review and submit Track Your Tickets

**ENQUIRY:** My service is currently not working as expected

Service Details

Customer Number:	22848	Service Type:	COLT LANLink Metro
Customer Name:	Colt Technology Services	Order Number:	180102887
Circuit ID/Service Identifier:	NYC/NYC/LE-239987	Customer Order Reference:	

Other Details

Your Reference:

Maximum 30 characters

Service Impact:

My service is completely down. Intrusive testing allowed.

-- Please select --

I am able to use my service, but support is required. No intrusive testing allowed.

My service is partially affected, but can still be used. No intrusive testing allowed.

My service is partially affected. Intrusive testing allowed.

**My service is completely down. Intrusive testing allowed.**

Has this service ever worked?

Yes

No

When did the issue start?

Time Zone: (GMT)Western Europe Time,London,Lisbon,Casab ▼ Start Date/Time: 16/10/2018 12:00 AM

Please provide a brief summary of your issue:

Maximum 100 characters

## Review ticket details and submit

Select your enquiry	Provide details	Review and submit	Track Your Tickets
Enquiry Type:	My service is currently not working as expected		
Customer Number:	22848		
Circuit ID/Service Identifier:	NYC/NYC/LE-239987		
Service Impact:	My service is completely down. Intrusive testing allowed.		
Business Impact:	My business is not currently affected by this issue and not likely to become critical.		
Summary:	Not working		
Description:	<p><b>Has this service ever worked?:</b> Yes</p> <p><b>Outage Time Zone :</b> GMT</p> <p><b>Outage Date/Time:</b> 16/10/2018 12:00 AM</p> <p><b>Can we perform service affecting tests?:</b> Yes</p> <p><b>What are the port settings on your service?:</b> 100</p> <p><b>What is the type of cable used on this service?:</b> Not known</p> <p><b>Do you have autocross over function enabled in your equipment?:</b> Not known</p> <p><b>Additional comments:</b> Not working</p> <p><b>Have you carried out any changes on your service before or during this outage?:</b> No</p>		
Back/Edit Detail		Submit	



**colt** Information Centre Account Management Sales Tools Administration Settings Help/Contact Us English

**i** Welcome to **Colt Online**

**Connectivity Checker** **Price, Quote, Order** **Order Management**

**Requests, Incidents** **Services** **Information Centre**

**Invoice and Reports** **Manage your account details** **Planned Works**  
View and Track Colt Planned Works and Maintenance

**Latest News**

- [Colt to provide IT solutions to cryptocurrency ex.](#) 15 Nov 2018
- [Colt announces expanded cloud offerings with Orac.](#) 30 Oct 2018
- [GLF demonstrates how blockchain can transform](#) 23 Oct 2018

[View all >>](#)

**Latest Blogs**

- [Colt, Semafone and PCI DSS compliance](#) 15 Nov 2018
- [Colt wins the Cloud infrastructure award at the W.](#) 07 Nov 2018
- [Colt wins 5 awards at the MEF18 event in Los Ange.](#) 31 Oct 2018

[View all >>](#)

© Copyright 2018. All Rights Reserved | [Colt code of business conduct](#) | [Colt group of companies](#) | [Data privacy statement](#) | [Terms of use](#)

Planned Works section will display the services impacted by Colt Network Maintenance Works.

Please mouse over a Planned Work to see further info and click on the Ref. To see the details of it in a new tab

colt

Information Centre Account Management Sales Tools Administration Help/Contact Us English

Colt Online Home / Account Management / Planned Works

Current Time: 25/11/2018 19:48 GMT

Day Week Month

Search using Service ID, OCN, Customer Name or Status

You have 8 services that are impacted by 10 planned works

Scheduled Closed

< 25/11/2018 - 01/12/2018 >

Circuit ID/Service Identifier	Sunday 25/11/2018	Monday 26/11/2018	Tuesday 27/11/2018	Wednesday 28/11/2018	Thursday 29/11/2018	Friday 30/11/2018	Saturday 01/12/2018						
DUS/HAM/LE-2348 OCN : CAB	[Green bar]												
DUS/HAM/LE-2348 OCN : CAB	<table border="1"> <thead> <tr> <th>Planned Work Ref</th> <th>Start Date (GMT)</th> <th>End Date (GMT)</th> </tr> </thead> <tbody> <tr> <td>1-65252004</td> <td>24/11/2018 23:00</td> <td>25/11/2018 05:00</td> </tr> </tbody> </table>							Planned Work Ref	Start Date (GMT)	End Date (GMT)	1-65252004	24/11/2018 23:00	25/11/2018 05:00
Planned Work Ref	Start Date (GMT)	End Date (GMT)											
1-65252004	24/11/2018 23:00	25/11/2018 05:00											
DUS/BER/LE-2352 OCN : CAB	[Green bar]												
DUS/CGN/LE-1324 OCN : CAB	[Blue bar]												

In the Planned Works Detail page you will see elaborated information of the Planned Maintenance

You can raise a ticket (Planned Works Enquiry) in case that you need further clarification

Planned Work Reference : 1-65252004 
[- Collapse All](#) [Raise New Ticket](#)

**Planned Work Details**

**Start Date & Time (GMT):** 24/11/2018 23:00  
**End Date & Time (GMT):** 25/11/2018 05:00  
**Status:** CLOSED  
**Justification of the Work:** We need to undertake an urgent emergency maintenance on our network to eliminate a risk to service availability and upgrade our network devices to the latest vendor recommended firmware. Our network monitoring team have observed circuit flapping for a few customers on the device. They need to resolve the issue, to avoid an unannounced interruption to your service. During the maintenance window, Colt engineers will reboot the device and execute a comprehensively tested method of procedure with the objective to remotely upgrade the devices to latest recommended software release along with enabling the port on the device. The activity should be completed during the first one hour of the maintenance window with interruption to your services. A 6 hour window is however quoted to cover all eventualities. If our engineers experience any issues during the works they will roll the upgrade back on the device or go back to the original device.

---

**Planned Work Details**

3 service(s) impacted due to this planned work OCN Filter :

Service ID	Outage Duration	Customer Number (OCN)	Start Date (GMT)	End Date (GMT)	Distribution List
DUS/DUS/LE-2219	60 Minutes	CAB	24/11/2018 23:00	25/11/2018 05:00	John.Doe@dem
DUS/HAM/LE-2348	60 Minutes	CAB	24/11/2018 23:00	25/11/2018 05:00	John.Doe@dem
DUS/GER/LE-207	60 Minutes	CAB	24/11/2018 23:00	25/11/2018 05:00	o.com John.Doe@dem o.com

The screenshot displays the Colt Online user interface. At the top left is the 'colt' logo. The top navigation bar includes 'Information Centre', 'Account Management', 'Sales Tools', and 'Help/Contact us', along with a user profile picture and a settings gear icon. The main heading reads 'Welcome to Colt Online' above a decorative background of fiber optic cables. The dashboard features a grid of service tiles: 'Connectivity Checker', 'Price, Quote', 'Order Management' (highlighted with a yellow border), 'Requests, Incidents', 'Services' (marked with a 'New Features' banner), 'Information Centre', 'Invoice and Reports', 'Manage your account details', and 'Planned Works'. On the right side, there are two sections: 'Latest News' with three articles and 'Latest Blogs' with three articles. The footer contains copyright information and links to 'Colt code of business conduct', 'Colt group of companies', 'Data privacy statement', and 'Terms of use'.

**colt**

Information Centre Account Management Sales Tools Help/Contact us

Welcome to **Colt Online**

**Latest News**

- [Colt's enhanced uCPE proposition brings enterpris..](#)  
10 Oct 2019
- [Colt appoints Chief Marketing Officer](#)  
01 Oct 2019
- [Colt launches new online hub for Asia](#)  
26 Sep 2019

[View all >>](#)

**Latest Blogs**

- [Smart tools, same old thinking: why customer expe..](#)  
07 Oct 2019
- [Congratulations to all the top women in telco and..](#)  
02 Oct 2019
- [From Munich to Vienna – Congratulations to all wh..](#)  
01 Oct 2019

[View all >>](#)

© Copyright 2019. All Rights Reserved    Colt code of business conduct    Colt group of companies    Data privacy statement    Terms of use

## 5.1 Order Management – Advanced View (i)

At the top of the page you can see tabs showing orders and their delivery status

colt

Information Centre Account Management Sales Tools Help/Contact us

Colt Online Home Account Management Order Management Portal

Basic Advanced Internal

If your order is contracted with Colt Japan, Singapore, Hong Kong or South Korea, please contact our Service Delivery team at AsiaOrderManagementTeam@colt.net for support.

All - Enter search item here

All Orders 820 Orders In Validation 205 Orders In Delivery 88 Completed Orders 457 Cancelled Orders 62 Customer Action Required 6

Order Ref	Network ID	Cust Ref	OCN	Company	Originator	Colt Owner	Order Type	Project Id	Project Name	Product	Required	Estimated Del...	CPD	A Address	B Address
170603444			22848	COLT TECHNOLOGY SERVICES	TEST	UK Order Man...	New			COLT Ethernet Line Metro				123, 123, LOND...	123, 123, LOND...
181101767	IPC05031		22848	COLT TECHNOLOGY SERVICES	MATTHE...	UK Order Man...	New			COLT IPVPN Corporate ...				TELEPHONE H...	
181101765	IPC05031		22848	COLT TECHNOLOGY SERVICES	MATTHE...	UK Order Man...	New			COLT IPVPN Corporate ...				FARADAY HOU...	
121202805/1			22848	COLT TECHNOLOGY SERVICES	N/A	UK Order Man...	Cease			COLT Voice Line	21-Feb-2018	22-Feb-2018		6 GREENWICH ...	UNITED KINGD...
121202809/1			22848	COLT TECHNOLOGY SERVICES	N/A	UK Order Man...	Cease			COLT Voice Line	21-Feb-2018	22-Feb-2018		0 CORIANDER ...	UNITED KINGD...
190300209/1	IPC05216		22848	COLT TECHNOLOGY SERVICES	N/A	UK Order Man...	Modification, ...			COLT IPVPN Corporate ...				KING JOHN CO...	
170603447			22848	COLT TECHNOLOGY SERVICES	TEST	UK Order Man...	New			COLT Private Ethernet M...				123, 123, LOND...	123, 123, LOND...
170603449			22848	COLT TECHNOLOGY SERVICES	TEST	UK Order Man...	New			COLT Wave International				123, 123, LOND...	123, 123, V, AUS...
170603446			22848	COLT TECHNOLOGY SERVICES	TEST	UK Order Man...	New			COLT Ethernet Line Inte...				123, 123, BRU, B...	123, 123, LOND...
170603445			22848	COLT TECHNOLOGY SERVICES	TEST	UK Order Man...	New			COLT Ethernet Line Metro				123, 123, LOND...	123, 123, LOND...
100503585/2	IPC01184		22848	COLT TELECOMMUNICATIONS	IAN HUT...	UK Order Man...	Cease, After R...			COLT IPVPN Corporate ...				WORLD TRADE...	
161207521			22848	COLT TELECOMMUNICATIONS	NCC	UK Order Man...	New			COLT Dark Fibre Metro				POWERGATE B...	UNIT 9 PRINCE...
161206724	IPC01184		22848	COLT TELECOMMUNICATIONS	IAN HUT...	UK Order Man...	New Order, Re...			COLT IPVPN Corporate ...				WORLD TRADE...	MURTSCHENST...
210156135/190...	HNS-210156236		22848	Colt Technology Services	NA NA	Raymond Cha...	New			COLT Ethernet Hub				Colt Powergate...	
210156241/190...	HNS-210156236		22848	Colt Technology Services	NA NA		New			COLT Ethernet Spoke M...				Colt Powergate...	Colt Powergate...
210200569/19...			22848	Colt Technology Services	Ankit Kha...		New			COLT Ethernet Line Metro				TeIX / DRT, Hud...	TeIX / DRT, Hud...
210201716/190...			22848	Colt Technology Services	Ankit Kha...		New			COLT Ethernet Line Metro				Halsey Street 16...	TeIX / DRT, Hud...
210156182/190...	HNS-210156236		22848	Colt Technology Services	NA NA		New			COLT Ethernet Spoke M...				Colt Powergate...	Colt Powergate...
210156108/190...			22848	Colt Technology Services	NA NA		New			COLT Ethernet Line Metro				Colt Powergate...	Colt Powergate...
211047484/1911...			22848	Colt Technology Services	..		New			COLT DCA Ethernet Inte...				Sovereign Hous...	De Entree 99-19...
211117230/1911...	IPC-101554		22848	Colt Technology Services	N A		New			COLT IP VPN Corporate ...				Broadway 78-10...	
21111644/1911...	IPC-101554		22848	Colt Technology Services	N A		New			COLT IP VPN Corporate ...				Broadway 78-10...	
210980308/19...	HNS-210156236		22848	Colt Technology Services	NA NA		New			COLT Ethernet Spoke In...					Westin Building...
211117071/19112...	IPC-101554		22848	Colt Technology Services	N A		New			COLT IP VPN Corporate ...					
211118414/19112...	IPA-211118451		22848	Colt Technology Services	Rohit Dhall		New			COLT IP Access				Hong Kong Exc...	
211104245/1911...			22848	Colt Technology Services	TEST TEST		New			COLT Ethernet Line Metro		06-Jan-2020		Sovereign Hous...	Sovereign Hous...

Escalation Procedure Help

Use the Search bar to help you quickly find your order. Search by any of the data you see in the list eg order reference, cust. reference, account number (OCN), colt owner , project name etc

We can also use our predefined searches , under dropdown all tab. We have several options to filter the criteria

Use Show / Hide Columns to customise the columns displayed

The screenshot shows the Colt Order Management Portal interface. At the top, there is a navigation bar with the Colt logo and links for Information Centre, Account Management, Sales Tools, and Help/Contact us. Below this is a breadcrumb trail: Colt Online Home / Account Management / Order Management Portal. A search bar is highlighted in yellow, with a dropdown menu showing predefined search filters like 'All', 'Orders in Delivery awaiting CPD/Estimated Delivery', etc. A table of orders is displayed with columns for Company, Originator, Colt Owner, Order Type, Project Id, Project Name, Product, Required, Estimated Del., CPD, A Address, and B Address. A 'Select Columns' dialog box is open, showing a list of visible and hidden columns. The 'Visible Columns' list includes Cust Ref, OCN, Company, Originator, Colt Owner, Order Type, Project Id, Project Name, and Product. The 'Hidden Columns' list includes Company (Japanese), Bandwidth, A Access Type, B Access Type, A City, B City, BSD, BED, and Billing Account No. The dialog box has 'Ok' and 'Cancel' buttons. At the bottom of the page, there is a footer with copyright information and links for business conduct, group of companies, data privacy statement, and terms of use.

The page displays the orders in delivery status. We can quickly see all important information related to this order

You can easily export the order details to Excel

Now if you prefer a simplified view of the order we can click on BASIC View

The screenshot shows the Colt Order Management Portal interface. At the top, there's a navigation bar with 'Basic', 'Advanced', and 'Internal' views. Below that, a search bar contains 'All - K0116255'. A status bar shows 'All Orders 6', 'Orders In Validation 0', 'Orders In Delivery 3', 'Completed Orders 2', 'Cancelled Orders 1', and 'Customer Action Required 0'. The main table lists order details:

Order Ref	Network ID	Cust Ref	OCN	Company	Originator	Colt Owner	Order Type	Project Id	Project Name	Product	Required	Estimated Del...	CPD	A Address	B Address
3100-12400/O...		K0116255		KVHIS.test_C_AccNameChange		SRINIVASANS	New			Colt Ethernet Line	23-Nov-2019	23-Nov-2019		A-End CBN Eng	B-End CBN_ENG
3100-12328/OR...		K0116255		KVHIS.test_C_AccNameChange		SRINIVASANS	New			Colt Ethernet Line	28-Sep-2019	28-Sep-2019		Colt Tokyo Shio...	Colt Tokyo Shio...
EPV100624/O...		K0116255		KVHIS.test_C_AccNameChange		HAMPIHOLIA	New			Colt SIP Trunking	26-Nov-2019				Colt Tokyo Shio...

At the bottom of the table, there are buttons for 'Show / Hide Columns' and 'Export To Excel' (highlighted). The footer contains copyright information and links to business conduct, group of companies, data privacy statement, and terms of use.

In the Basic view we see the same order, with its details in a more simplified view.

Choose the view you prefer:

BASIC

Or

ADVANCED

The screenshot shows the Colt Order Management Portal interface. At the top, there is a navigation bar with the 'colt' logo and menu items: Information Centre, Account Management, Sales Tools, and Help/Contact us. Below this is a breadcrumb trail: Colt Online Home / Account Management / Order Management Portal. A search bar contains the ID 'K0116255'. The main content area is divided into tabs: Orders In Delivery (3), Orders In Validation, Customer Action Required, Completed Orders, Cancelled Orders, and All Orders. The 'Orders In Delivery (3)' tab is active. Two order cards are displayed:

- Colt SIP Trunking:** Status 'Delivery in Progress'. Progress bar shows 'Validation and Creation' (checked), 'Delivery in Progress' (active), and 'Completed' (disabled). Details include:
 

ORDER REF	MONTHLY RENTAL
EPV100624/ORD2-285832647	
ORDER TYPE	SERVICE BANDWIDTH
NEW	
CUST REF	REQUIRED
	26-NOV-2019
- Colt Ethernet Line:** Status 'Delivery in Progress'. Progress bar shows 'Validation and Creation' (checked), 'Delivery in Progress' (active), and 'Completed' (disabled). Details include:
 

ORDER REF	MONTHLY RENTAL
3100-12400/ORD2-285425327	
ORDER TYPE	SERVICE BANDWIDTH
NEW	2MBPS
CUST REF	REQUIRED
	23-NOV-2019



**colt** Information Centre Account Management Sales Tools Administration Settings **Help/Contact Us** English

**i** Welcome to **Colt Online**

**Connectivity Checker**

**Price, Quote, Order**

**Order Management**

**Requests, Incidents**

**Services**

**Information Centre**

**Invoice and Reports**

**Manage your account details**

**Planned Works**

**Latest News**

- [Colt to provide IT solutions to cryptocurrency ex..](#)  
15 Nov 2018
- [Colt announces expanded cloud offerings with Orac..](#)  
30 Oct 2018
- [GLF demonstrates how blockchain can transform](#)  
23 Oct 2018

[View all >>](#)

**Latest Blogs**

- [Colt, Semafone and PCI DSS compliance](#)  
15 Nov 2018
- [Colt wins the Cloud Infrastructure award at the W..](#)  
07 Nov 2018
- [Colt wins 5 awards at the MEF18 event in Los Ange..](#)  
31 Oct 2018

[View all >>](#)

© Copyright 2018. All Rights Reserved    Colt code of business conduct    Colt group of companies    Data privacy statement    Terms of use

**colt**

## Colt Help and Support

Colt helps you to provide self-service support 24/7 that will increase customer satisfaction

Find help! Enter search term here. **Search**

Popular searches: cease, escalation, , call analyser

- Sales Tools**  
Connectivity Checker, Price, Quote, Order
- Order Management**  
Track progress of current orders
- Service Support**  
Services, Tickets, Planned Works
- Invoice and Account Management**  
Invoice and Reports, Manage your Account Details, Raise Billing Enquiries
- Administration**  
Account Settings
- More Topics**  
Wireless IPVPN CDRs, More...

**YouTube** Search SIGN IN

**colt** **Colt Technology Services** 691 subscribers **SUBSCRIBE**

HOME VIDEOS PLAYLISTS CHANNELS DISCUSSION ABOUT Search

**Manage your account details online**  
Colt Technology Services • 515 views • 1 year ago  
Account and Billing Management site. Update your Legal details, Billing address, Customer reference, Purchase orders, Delivery of invoices via e-mail and Invoice Languages on line. For more informa...

**How to raise tickets via Colt Online**  
Colt Technology Services • 1.4K views • 2 years ago  
Raise your ticket on line to report an incident, request Technical support or raise a Billing or account details enquiry. For more information, visit colt.net

**Colt Online - How to Download CDR reports**  
Colt Technology Services • 13 views • 4 days ago  
This video explain the steps to download the invoice reports available in Colt Online and how to unzip them.

**How to Request a Colt Online Account**  
Colt Technology Services • 204 views • 1 month ago  
For more information, visit colt.net

